

WASHINGTON COUNTY TRANSPORTATION SURVEY

Presented by the

Washington County Transportation Networking Group

Prepared by

United Way of Washington County – East

In Collaboration with

Community Volunteer Service and Senior Centers, HSI, Washington County Community Services, The American Cancer Society, and the Washington County Workforce Center

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Washington County Transportation Collaborative Releases Regional Transportation Study

August 1, 2008 – Stillwater, Minnesota - A recent survey of Washington County residents using social services reveals a mixed picture of the situation for transportation in our county. While many people are satisfied with and knowledgeable about their transportation assistance options, a larger group continues to struggle with the serious negative consequences brought about by a lack of transportation.

Transportation has long been an issue for residents of Washington County. As Dan Stack, a senior social worker with Washington County Community Services explains, "Transportation directly affects the quality of life and health of our Washington County residents, especially those with special needs."

One of the positive findings was that a full 25% of respondents report having no problems accessing transportation. At the same time, more than half of respondents reported being dependent on busy friends and family to give them rides to medical appointments, errands and social gatherings.

"We often overlook the critical role that caregivers, family and friends play in providing transportation," remarked Martha Naegeli, former executive director of the United Way of Washington County –East. "For individuals who lack these familial and social networks, there are serious consequences."

The survey helped illustrate some of these serious consequences. More than 17% of respondents report going without a medication because they couldn't get to a pharmacy, and more than 25% report missing a medical appointment because they lacked transportation. Further, more than a quarter (26.7%) missed an important social event because they didn't have a ride, and 34% reported feeling isolated or depressed due to a lack of transportation.

"Information like this is helpful to agencies like H.S.I., as we plan for future services," explains Roxanne Emerson, H.S.I.'s director of services to seniors and persons with special needs. "We want to move forward in developing a more comprehensive transit plan."

More than 500 people completed the survey during April and May of this year, providing their feedback on key obstacles and issues surrounding transportation. The survey was designed and conducted by a collaborative of local government and social service agencies.

"This collaborative effort is a great first step to better understand conditions in our community," remarks Valerie Jones, executive director of Community Volunteer Service and Senior Centers. "The issue of transportation is one that won't be solved with any single approach. Instead it will take the many resources and a public willingness to create the transportation options that meet all the needs."

###

EXECUTIVE SUMMARY

The lack of available, affordable, and practical public transportation in Washington County is a major problem in our community. Shortcomings in this area create obstacles for the mental health, chemical health and medical needs of our residents, as well as their ability to obtain and maintain competitive employment. Many organizations have made real efforts to provide transportation services of various kinds, but the patchwork nature of our system leaves troubling gaps in the support network.

The Washington County Transportation Survey revealed a variety of interesting findings, many of which confirm our current “hunches” about the transportation challenges our residents face.

Of those needing transportation assistance, affordability was reported by nearly 60% as the most important criteria, followed by availability on short notice (less than a day.)

When asked what they might do if they had better access to transportation, the number one response, provided by nearly 58% of participants was “Go grocery shopping.” Other significant responses included “Get medical or dental care” (56.8%) and “Visit friends or family in hospital/nursing home” (51.7%).

Just over 46% of respondents felt they either had a good or very good understanding of the range of transportation choices they had as Washington County residents. 15% responded that they did not know anything about their options. 32% responded that they were not sure and 7% indicated that they had a poor understanding of transportation choices.

Nearly one-third rated Washington County’s transportation resources as “Good”, 14% rated them as “Very good”, 26% rated them as “Fair”, 12% as “Poor” and 16% as “Very poor.”

When asked to provide the maximum amount they could pay for a round trip, the average answer was \$7.50. There was a significant percentage who responded that they could not afford to pay.

Stillwater residents’ data compared very closely with the rest of the county – meaning there were no advantages to living closer to the county government center. For instance, 19% of Stillwater respondents (as opposed to 16% of total respondents) felt they understood the range of transportation choices “very well”. In addition, 32% of Stillwater residents rated Washington County’s transportation resources as “Good” as opposed to 31% of total respondents.

Of those who felt they understood their options “Well”, considerably fewer (13% as opposed to 17%) had gone without a medication, and fewer (29% rather than 34%) felt isolated or depressed because they lacked transportation.

Those who had admitted to going without a medication were clearly struggling with a host of issues. In that category, 63% (as compared with 26% overall) had missed an important social event, and 79% (as opposed to 34% overall) felt isolated or depressed for lack of transportation. In this category, 32% (as opposed to 20% overall) used H.S.I. transportation services, suggesting that they may be living with a disability.

DATA SUMMARY

Average Age (question 10): 64

Respondents' place of residence (question 10):

Stillwater	38%
Oakdale	23%
Forest Lake	8%
Cottage Grove	8%
Bayport	5%
Other	4%
Hugo	3%
St. Paul Park	3%
Lake Elmo	2%
Mahtomedi	2%
Lakeland	2%
Afton	1%
Newport	1%

Who do you call when you need a ride (question 5):

Family	35%
Friends	17%
H.S.I.	14%
CVS	9%
I drive myself	8%
Don't Know Who To Call	4%
Dial-a-ride	4%
Bus	2%
MNET	2%
Supervisor at Group Home	1%
Social Worker	1%
Neighbor	1%
Don't Know	1%

What problems do you face (question 6):

None	23%
Timing	16%
Cost	11%
Availability	11%
Short Notice	11%
Everyone is too busy to help	8%
Distance	5%
No Answer	4%
Can't find w/c access	3%
Need Better Public Transportation	2%
Don't know who to ask	1%
Need to be there on time	1%
Round Trip takes too long	1%

Average Claimed Affordable Cost of RT (question 4): **\$7.50**

Actual Survey Results:

1. In the last 12 months, have you ever:

	Yes	No	Response Count
Gone without a medication because you couldn't get to the pharmacy?	17.3% (86)	82.9% (413)	498
Missed a medical appointment because you didn't have transportation?	25.3% (128)	74.9% (378)	505
Missed a meal or not eaten because you couldn't get to the grocery store?	12.4% (62)	87.8% (437)	498
Missed an important social event because you didn't have transportation?	26.7% (132)	73.7% (364)	494
Missed a job interview or missed work because of a lack of transportation?	11.7% (57)	88.5% (433)	489
Felt isolated or depressed because you lacked transportation?	34.0% (169)	66.2% (329)	497
		<i>answered question</i>	511
		<i>skipped question</i>	15

2. What sources of transportation do you rely on most? (indicate top 3)

	Response Percent	Response Count
Personal Vehicle (I drive myself) <input type="text"/>	56.2%	294
Family <input type="text"/>	59.7%	312
Neighbors or Friends <input type="text"/>	43.0%	225
Volunteers <input type="text"/>	10.5%	55
Community Volunteer Services (CVS) <input type="text"/>	12.8%	67
Dial-a-Ride <input type="text"/>	6.3%	33
HSI Transporter <input type="text"/>	20.8%	109
Senior Community Transportation (ie Boutwells) <input type="text"/>	2.9%	15
MetroTransit <input type="text"/>	5.7%	30
MetroMobility <input type="text"/>	4.4%	23
MNET Health Van <input type="text"/>	4.6%	24
Taxi Cab <input type="text"/>	10.7%	56
Other <input type="text"/>	7.6%	40
	<i>answered question</i>	523
	<i>skipped question</i>	3

3. In looking for transportation, please rate the importance of the following:

	Very Important	Important	Unimportant	Very Unimportant	Rating Average	Response Count
Wheelchair Accessibility	24.0% (97)	19.3% (78)	31.6% (128)	25.2% (102)	2.58	405
Short Trip Duration (no stops)	24.3% (100)	37.9% (156)	27.7% (114)	10.2% (42)	2.24	412
Privacy	17.4% (67)	34.8% (134)	33.2% (128)	14.5% (56)	2.45	385
Availability on Short Notice (less than a day)	39.9% (178)	42.4% (189)	10.5% (47)	7.2% (32)	1.85	446
Easy-entrance Vehicle	34.1% (139)	38.5% (157)	15.2% (62)	12.3% (50)	2.06	408
Affordability	58.8% (264)	29.6% (133)	5.6% (25)	6.0% (27)	1.59	449
					<i>answered question</i>	475
					<i>skipped question</i>	51

4. What is the most you are willing to pay for transportation (round trip)?

	Response Count
 view	360
<i>answered question</i>	360
<i>skipped question</i>	166

5. Where or who do you call or look when you need transportation?

	Response Count
 view	399
<i>answered question</i>	399
<i>skipped question</i>	127

6. What problems do you most often encounter when you look for transportation assistance?

	Response Count
 view	333
<i>answered question</i>	333
<i>skipped question</i>	193

7. If you had better access to transportation, what kinds of things would you do?

		Response Percent	Response Count
Attend more social events	<input type="text"/>	57.7%	183
Visit friends or family members in hospitals/nursing homes	<input type="text"/>	51.7%	164
Go to work or volunteer	<input type="text"/>	34.1%	108
Get medical or dental care	<input type="text"/>	56.8%	180
Access mental health services	<input type="text"/>	17.4%	55
Take classes	<input type="text"/>	30.3%	96
Interview for jobs	<input type="text"/>	18.3%	58
Go to support groups or 12-step programs	<input type="text"/>	13.6%	43
Look for better housing	<input type="text"/>	14.8%	47
Go grocery shopping	<input type="text"/>	57.7%	183
Go to personal care appointments (ie hair salons, etc.)	<input type="text"/>	56.8%	180
Attend church or religious meetings	<input type="text"/>	50.8%	161
		<i>answered question</i>	317
		<i>skipped question</i>	209

8. How well do you understand the range of transportation choices available to you as a resident of Washington County?

		Response Percent	Response Count
5 (I understand them very well)	<input type="text"/>	16.6%	78
4 (I have a good understanding)	<input type="text"/>	29.6%	139
3 (I'm really not sure)	<input type="text"/>	32.1%	151
2 (I have a poor understanding)	<input type="text"/>	6.8%	32
1 (I really don't know anything about my options)	<input type="text"/>	14.9%	70
		<i>answered question</i>	470
		<i>skipped question</i>	56

9. Overall, how would you rate Washington County's transportation resources?

	Response Percent	Response Count
5 (Very good) <input type="text"/>	14.0%	57
4 (Good) <input type="text"/>	32.4%	132
3 (Fair) <input type="text"/>	26.0%	106
2 (Poor) <input type="text"/>	11.8%	48
1 (Very poor) <input type="text"/>	15.9%	65
	<i>answered question</i>	408
	<i>skipped question</i>	118

10. What is your:

	Response Percent	Response Count
<input type="text"/> view Zip Code? <input type="text"/>	100.0%	526
<input type="text"/> view Age? <input type="text"/>	96.4%	507
	<i>answered question</i>	526
	<i>skipped question</i>	0

AGENCY PERSPECTIVES

"Transportation directly affects the quality of life and health of our Washington County residents, especially those with special needs."

- Dan Stack, Senior Social Worker, Washington County Community Services

"Transportation plays a key role in the health of seniors. Reduced mobility puts a person at higher risk of poor health. Many seniors need transportation services to access daily living needs such as basic groceries or medications. Just as important, is that isolation and loneliness lead to poor health outcomes."

- Lowell Johnson, Director of the Washington County Department of Public Health & Environment.

"We hear from people who use the services at Community Volunteer Service and Senior Centers that transportation is often one of their biggest barriers to enjoying the quality of life they aspire too. It's difficult as people age, or confront a new medical problem that impacts their ability to move independently throughout the community. Despite the fact that Washington County has a strong network of social service providers and community resources to help people in need, accessing those providers and services is often hampered by a lack of transportation options for people who can no longer drive their own cars for one reason or another.

"Over 90% of the CVS clients tell us that they have no one else to transport them. We therefore have an opportunity, and an imperative, to improve people's lives by addressing the lack of transportation options for people who cannot drive their own vehicles."

- Valerie Jones, Executive Director, Community Volunteer Service and Senior Centers

PERSONAL STORIES

The following are true examples of people struggling with transportation issues. They were provided by county case managers, therapists and vocational counselors, with names changed to protect privacy:

Dan

Dan is a man in his forties who lives in St. Paul Park. He has Medical Assistance, so can use MNET for non-emergency medical transportation. As such, he can get to his psychiatry appointment just fine and to see other medical providers. But there are no rides available for him to get to the nearest pharmacy to fill his prescriptions, a key part of his recovery. Dan does the right thing and calls his doctor when in crisis. But when a new medication is prescribed, there's no way for him to get it. Similarly, while he and his teen-aged daughter qualify for food support, neither has any way to get to a grocery store. People from their church help out when they can, but it's tough to have to keep asking for favors and Dan would like to be more independent.

Kimberly

Kimberly is a woman in her twenties from Forest Lake with both mental health and chemical health problems. She's motivated to stop using chemicals and get clean. Since she can't afford treatment, she needs to get to a clinic for a chemical dependency evaluation to see if she qualifies for help. But she has no car, no license and no dry family or friends to take her. She's afraid if she calls one of her using friends for help, she might fall off the wagon.

Shawn

Shawn is a resident of Hugo who lives in one of the smaller towns in our county. He lives with his wife and 2 children in a town home, but can't afford a car. Shawn would like to get a part time job while the children are at school to help his recovery and to insure that his family can continue to live in a better neighborhood. He has the necessary job skills, but is unable to get to and from work that is available for him in Forest Lake. He regularly used the bus system when living in St. Paul, but there are no such options here. As a result, Shawn stays at home and his emotional and financial situation suffer.

Jane

Jane is a woman in her fifties. She also lives in St. Paul Park and has been able to find a job in Woodbury. She presently is only able to work one day a week due to health problems, but this is enough to qualify for needed health benefits. To get to her 10AM to 2PM shift, she has to get a transporter to take her to Oakdale where she waits and transfers to another transporter going to Woodbury. To go home the routine is reversed. This translates into four hours travel time for four hours of work. Luckily Jane is devoted to her recovery, but the effort is beginning to wear on her.

Jonathan

Jonathan is a young man in his twenties. A new drop-in center for individuals with serious and persistent mental illness has opened in Oakdale. He's interested, but has no way of getting there. Bus service only runs in the early morning and evening and program is only open in the

afternoon. Even if bus service was available, the daily bus fare might make the expense of attending the program prohibitive.

All of these vignettes reflect people making an active effort to improve their lives, but ending up being frustrated by a lack of viable transportation resources. Sometimes, no current system is available. Less often, a resource might be available but the person and the staff who work with them may not be aware of the precise service that might fit the need.

When transportation is available to emotionally and physically-challenged individuals who have no way to get around, there's no question that it helps improve the quality of life for our residents. Community Volunteer Services (CVS) is able to provide rides for individuals to their medical appointments and other approved treatment services.

Jan

For example, Jan receives a weekly ride arranged by Washington County Community Corrections. Jan is a part of a special program for female offenders. She tells us that she appreciates the rides and the friendliness of the drivers and that getting to the group meetings are important to her. Jan's probation officer says she's seen a real change in Jan since she's started going to the group.

Beth and Mike

Beth and her son Mike have received services from the Transportation program for over ten years. Mike has special needs and Beth has mental health problems and does not drive a car. While Beth now goes with Mike to his appointments, she has talked about having Mike (who is now 20) go to some of his appointments without her. She tells us that she trusts the CVS drivers and wants to help her son become more self-sufficient. CVS will work with her and coordinate with a driver who has transported him in the past.

John

Recently a CVS volunteer driver was involved in a life-saving incident. That driver had built a relationship with John, a 62 year-old man who lives alone in an apartment building in Oakdale. John has diabetes and heart problems in addition to his psychological issues. Recently the driver arrived to take John to his medical appointment but found he was too weak to make the trip and needed medical attention. The driver found a worker at the apartment to help with the client. The worker called 911 and the police arrived. The policeman assessed the situation and called for an ambulance to take the client to the hospital.

These examples give some idea of how rides tailored to the individual needs can be life-changing in nature. But real challenges remain. The number of volunteer drivers is limited. What's more, the increase in gas prices has affected the number of drivers who are willing to do longer drives, especially to St. Paul and Minneapolis. The CVS Transportation Office has had an increase in the number of requests from new and current clients. There are some requests that cannot be filled. This impacts both volunteer and client satisfaction with the services as well as the client's ability to get to necessary medical appointments. We have heard about other volunteer driver programs that have had to closed down or limit the number of rides they provide. For example, St. Rita's Church in Cottage Grove recently closed down its program due to budget cuts.

RECOMMENDATIONS

The Washington County Transportation Networking Group would like to offer the following recommendations for addressing transportation problems in our community.

1. Recruit more volunteers.

- The CVS Transportation program is a modest but effective way of meeting transportation needs in that for the past three years, a group of roughly 40 volunteer drivers have driven 70,000 miles a year on behalf of their neighbors and friends. We need all the resources we have from Meals on Wheels drivers, to HSI Transporters, to neighbor to neighbor assistance in order to solve our transportation challenges. Ultimately it is these services that strengthen the resilience of our community and add to the quality of our lives.

2. Increase communication to the public of transportation options.

- Specifically, people need a go-to site where comprehensive information on transportation is available 24/7. One idea discussed is to offer a “Transportation Wizard” that would allow people to input key criteria (home zip, destination address, waivers, etc) and access customized, updated information. The implementation of such a project will be considered by the Washington County Transportation Networking Group.

3. Increase Metro Transit Bus Routes in Washington County.

- Increasing metro transit routes would provide all Washington County residents with more options for transportation, especially outside the county.

4. Fund a Regional Transportation Coordinator to better leverage existing resources.

- This position would facilitate cooperation, communication, and analysis between existing transportation providers, and work with all stakeholders to leverage the benefits provided while decreasing overlap.

SAMPLE SURVEY

Washington County Community Transportation Survey

Please share your experience and opinions on the topic of transportation in our community. Your answers will help local government and social service agencies better respond to Washington County's transportation needs. Thank you for your input!

1. In the last 12 months, have you ever (circle one):

- | | | |
|---|------------|-----------|
| Gone without a medication because you couldn't get to the pharmacy? | Yes | No |
| Missed a medical appointment because you didn't have transportation? | Yes | No |
| Missed a meal or not eaten because you couldn't get to the grocery store? | Yes | No |
| Missed an important social event because you didn't have transportation? | Yes | No |
| Missed a job interview or missed work because you couldn't get there? | Yes | No |
| Felt isolated or depressed because you lacked transportation? | Yes | No |

2. What sources of transportation do you rely on most? (indicate top 3)

- | | |
|---|--|
| <input type="checkbox"/> Personal Vehicle (I drive myself) | <input type="checkbox"/> Family |
| <input type="checkbox"/> Neighbors or Friends | <input type="checkbox"/> Volunteers |
| <input type="checkbox"/> Community Volunteer Services (CVS) | <input type="checkbox"/> Dial-a-Ride |
| <input type="checkbox"/> HSI Transporter | <input type="checkbox"/> MNET Health Van |
| <input type="checkbox"/> Senior Community Transportation (i.e. Boutwells) | <input type="checkbox"/> Taxi Cab |
| <input type="checkbox"/> Metro Transit | <input type="checkbox"/> Metro Mobility |
| <input type="checkbox"/> Other _____ | |

3. In looking for transportation, please rate the importance of the following:

	Very Important	Important	Unimportant	Very Unimportant
Wheelchair Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short Trip Duration (no stops)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability on Short Notice (less than a day)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy-entrance Vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. What is the most you are willing to pay for transportation (round trip)?

5. Where or who do you call or look when you need transportation?

6. What problems do you most often encounter when you look for transportation assistance?

7. If you had better access to transportation, what kinds of things would you do?

- Attend more social events
- Go to work or volunteer
- Access mental health services
- Attend church or religious meetings
- Go to support groups/12-step programs
- Go to personal care appointments (i.e. hair salons, etc.)
- Visit friends or family members in hospitals/nursing homes
- Take classes
- Get medical or dental care
- Interview for jobs
- Look for better housing
- Go grocery shopping

8. How well do you understand the range of transportation choices available to you as a resident of Washington County? (select one)

- _____ I understand them very well
- _____ I have a good understanding
- _____ I'm really not sure
- _____ I have a poor understanding
- _____ I really don't know anything about my options

9. Overall, how would you rate Washington County's transportation resources?

Circle One: Very Good Good Fair Poor Very Poor

10. What is your: Zip Code? _____ Age? _____

Thank you for your participation! Please give your completed survey to the receptionist or agency contact, or fax to: 651-439-8487.

This survey is a joint project of: the American Cancer Society, Community Volunteer Service and Senior Centers,
HSI, Washington County Community Services, Wash. County Workforce Center,
the United Way of Washington County – East, and other local agencies.

VERBATIM ANSWERS TO QUESTION #6

What Problems do you encounter when you look for transportation assistance?

\$ for gas

Availability (x17)

availability & schedules of others - family works this out.

availability as to time wose or distance going

availability, cost

Availability of people

availability with short notice

bad weather and roads and everyone busy so they can't take me

being on time (x2)

busy working people

calling ahead no long range or standard booking

can not get a ride the same or next day!

Can only go certain places

can't always get help when i need it

can't find someone who can help

can't get a hold of them

Can't get the time I need

Can't get there as fast as i would like to

can't go to St. Paul

cost, distance, time

cost, money, distance, time

credit

CVS has been very patient and reliable to me

delay in pickup

Difficult to call ahead

direct route/comfortable ride

Direct Route/comfortable ride

distance

distance availability upon short notice

do not need

does not come on my time

don't accept Metro Transit & Disability card

Don't do it

Don't know the schedules

Don't know who to contact

each of w/c accessible transport need ride to VA Mpls

evening

every place needs several days notice ahead of time

everyone is busy

everyone is too busy

Everyone is very busy.

everything is going good

expensive i don't have much money

Family has no time we don't drive way far
family is all at work and cannot drive
family is working - daytime
finding the help or even talking
flexible hours for rides
friends can't do it or taxis are busy
Friends have other plans
Gas (x2)
gas money
gas money and short notice
Gas prices to high for driving my own car and I have little spending money
getting a direct route
getting a ride when I need it.
getting help when i need it don't always have to call 3-4 days ahead of time
getting people to have free time
getting to destination and return
giving alo of info for dr appt.
giving alo of info for dr appt.
hard for me to get into a van
Hard to find someone sometimes
hard to know ahead of time when i need a ride
have not looked so far
have own car
Have them not to be late by picking me up
have to go too far
have to wait too long
haven't looked
Having to cancel an appointment that I needed to attend.
help in and out of bus, also to Dr. office
high price of gas- when working w/clients in s&n washington county-lack of transportation
makes surviving difficult
hours available
how far ahead to call always changes no stability
HSI Transporter not available for destination wanted at time needed.
Hurts to call
I am unable to communicate well
i can;t get it for the time that works best for me
i can't afford the car which to buy
I can't always get help the day I need it.
i can't find rides to downtown saint paul usually
I can't get assistance rides like with AngelLight or TwinCities transportation MNET turns me
down ant I walk with a walker
I Can't locate a ride when I need it so I stay home.
i do not drive at night
i don;t have money
I don't have any problems so far getting to where I need to go.

I don't have anyone to help me
i end up late for medical appointments
I have c.o.p.d disease i am on oxygen 24/7 and i need tank on wheels to go lasting for only few
hours,going to and from takes up over an hour
I have not had any problems
I haven't encountered nothing
I live in a rural area
I wish I could get a ride home on HSI after work at 3:40
I'd like to go on evenings or weekends but find it hard to get someone to take me places
if i can't get transportation i must cancel what i have to do
If I need to go somewhere that day I have to call 3 days ahead.
If you don't give more than 2 day notice
if you have a bad back HSI is not the way to go - very uncomfortable
I'm embarassed to ask for it
I'm pleased with HSI
In Cottage Grove there is very limited transportation.
in the winter, snow and cold and parling where I go to the doctor's(Maplewood Heart Clinic,
Lung Clinic)
inaccessability to mass transite routes
inconvenience of time
It would be helpful for a woman in particular to have ga stations who assist in filling gas
Knowing how far ahead to call
lack of availability (x2)
limited on buses in my county
location
Location service
long delay between pick up and drop off
long time between pickup
making arrangements for transportation schedules
making sure I can stay in communication with dispatch
many destinations not served by cvs
Metro mobility runs late approx.80% of the time
Mine personnally is pretty good. I have a support system as back up.
money for fuel
money for gas, timing
most of the time it is short notice, when my car decides not to work. there is no public
transportation out this way. no weekend service, no evening service.
my neighbor goes so early,daughter works alot untill 4:30 p.m
my people are busy and can't always take me
My problem of not wanting to be dependent
my son is unavailable
n/a (x18)
need to go too far
need to plan several days in advance
never looked
NO AVAILABILITY FOR THE TIMES NEEDED

No availability or no cash
NO Bus line
no mass transit system in suburb except mornings and evenings
no money (x2)
No money and no one to help me
no money embarrassed
no one available (x2)
No one available at time I need ride
no problems
No problems so far. Used service only once.
no public transportation around here
No public transportation around here-Forest Lake.
no room on schedule
no service after 6:00 pm
non -accessability
none (x35)
none available
none now
None really
none so far
none yet
None-hsi service is the best
non-english speaking
Non-medical transportation
not always available
Not applicable
Not available (x2)
not available - I need ways to get to my Dr. - St. Paul
not having a car seat for my infant
not reliable,short notices,people just not wanting to help
Nothing (x2)
nothing available or can't find assistance
nothing in the evening
on time, realiable
only need for medical not for regular basis
Only transportation available seems to be for the most vulnerable i.e. elderly, handicapped. I live in the outskirts (West Lakeland) and there's no bus service and taxis are costly. Be nice if there was emergency transportation for the gen'l public but only for specific reasons i.e. Rx, medical appt, work (if car is in for repairs).
overlapping scheduler
people
people are busy, hate to bother them.
people not willing to drive to minneapolis or st.paul
people to busy or too expensive
planning ahead they can't handle short notice
price of fuel

Really-none

same day medical transporter need to go within a few hours long waits or to short for medical appt

scheduling (x3)

Scheduling ahead of time; scheduling problems

sharing a vehicle

Short Notice

Short time notice

So far assistance not needed

so far none (x2)

someone has to take off work or they live too far

Sometime can't take us and sometimes they don't take small children

Sometimes everyone is busy

Sometimes everyone is too busy to help me

Sometimes I don't have enough notice to get a ride the day I need it.

sometimes i dont have a weeks notice to get a ride my family is to busy

sometimes I don't have enough notice to get a ride

Sometimes They are busy and can't

takes too long

takes too long or too far away

that people are busy

the 3 day notice

the money problem

The one time I was unable to use CVS. It was my fault because I didn't call until the last minute.

the only problem is to describe where i live this is my first experience and it's wonderful and so very needed

the time of day

There is not enough help for people who need to get to medical appointments, chemo etc no matter where you live in the suburbs. There are not enough volunteer drivers and less every day because of the gas prices.

There is not enough public transportation in Cottage Grove

they are working and not available to answer

They forget to pick me up sometimes

Time (x2)

time - when I don't know how long I'll be until I can return

Time and COst

time and money

Time availability

time efforts

time for someone to drive me - i can pay for the gas

time for someone to take me. \$ for gas

time frames the bus runs un, for example real early or later in evening

Time Limits

time of day wait for son

time person or service is available

time schedule, only available at certain times

time/schedule

Times and HSI Transport and/or Transportation to Bayport

times are not always available

times for rides

times of appointments are scheduled around transportation availability

timing (x4)

timing - spread between, transferring, cost

to get transportation on weekends

too embarrassed to ask

too far to go

too much money

Transport is too far away

unable to see medical specialists due to long area away from stillwater

Unavailability

unavailability of family and friends

unavailability of volunteers

undecided

waiting

waiting for a ride home

waiting so long to return home

waiting to know if you have a ride

Wheelchair accessible

wheeled walker will not fit in most car trunks. need high seating - minivan or SUV. short of breath

When I have a Dr. appt. the bus hardly gets me there on time on account of picking up or leaving off passengers

when it does not come

when they arrive late

where are they

where to begin

Who do I call?

Who to call; Cost; Needing notice so far ahead

Will the bus wait or leave and come back

zero

ADDITIONAL VERBATIM COMMENTS

Question Comments

- #1** Checked "no" and added "don't need or use yet"
Not yet
I did not answer this questionnaire because I had my own transportation until a month ago. I have no problem so far getting where I need to go. I shall check for future possibilities.
- #2** Dial a Ride was not checked but added "terrible - they don't know how to schedule
Checked "HSI Transportation" and added "used during recuperating"
Checked "Personal Vehicle (I drive myself)" and added "locally and not in winter"
Checked "Personal Vehicle (I drive myself)" and added "gas money problem. My daughters evening out car"
I like definite time for pick up. When a driver can be 15 minutes early or 15 minutes late an old lady can be standing outside for 30 minutes. One can be forgotten when to many add ons were put on the drivers list. It is no fun.
Checked "HSI transporter" and added "(only one I use)"
Checked "neighbors or friends" and added "sometime, not always available"
Checked "Personal Vehicle" and added "my PCA drives I am unable to drive yet- health problems"
Checked "taxi cab" and added "\$7 plus expensive"
Didn't check "Personal Vehicle" but added "No More"
Checked "Personal Vehicle" and added "in neighborhood, Volunteers - weekly, dial a ride - 1, HSI transporter -2, Taxi cab - Once or twice, other - car service"
Other: my son but he misses work because of my DR. appointments
Relatives
Bicycle-2
Walk-3
Discover Ride
Staff
Oak Meadows Bus-2
Residence where I live furnishes transportation for shopping
Comfort - if you have bad back. HSI Transporter is not the way to go!
- #3** Looking for future needs
If I were dependent on public transportation
Also the bus will take me to an appointment but can't comeback and get me to go home, if past a certain hour.
Very very important
Circled "availability on short notice" and added "important"
N/A
Not at all
Has a power wheelchair and needs an easy entrance vehicle for it
- #4** For free rides with picture ID I have \$5 I have a HSI metro transit card for free round trips to different places to go to
- #5** N/A

#6 N/A

Question Comments

#7 Checked "Access mental health services" and added "has been dropped off one hour before building opens"

I am grateful that I can presently drive any of these

Checked "go to support groups/12-step programs" and added "mostly at night"

Need weekend bus

Checked "Access mental health services" and added "need Cottage Grove Washington County service cross Hastings bridge"

I'm still able to do these things at present

Provided my Oak Meadows

N/A

Taken care of by group home van

Checked "Attend more social events" but added "at night"

#8 Supervisor takes care of it

There has been too many changes to keep up with what is available any more

Checked "I have a good understanding" and "added there isn't any"

I would like more information, where do I find it?

Checked "I understand them very well" and added "they smell and we lost"

No weekend transportation at all in Woodbury. This affects a great number of people in Woodbury. i.e. the elderly, handicapped, etc.

Also, HSI does not accept the Metro Transit Disability fee card for rides for daughter - thought they did take them.

#9 I see the HSI go by - so it is used

Need it to come like other handicap building every day

Don't really know what available. Never needed it.

Don't know see number 8

Uncertain -1

? - 11

??-4

Unknown-1

Don't know-14

Need better public transport-1

No idea-2

Unsure - 1

Not knowledgeable enough to rate1

N/A - 2

Not familiar with resources - 1

Never use it-1

#10 I answered for myself at this point in my life. I will have my parents complete one also, which will have much different answers.

I haven't checked anything but CVS

Has reported a poor bus driver - too fast - sharp turns - quick stops but she is still driving for apartment building

I leave a couple of dollars on dashboard, they do the same for me

Question Comments

#10 We need a bus service in this town(Forest Lake) that would run a regular route all day! So we can get around more and not have to wait 3 or 4 days for HSI!!
I used to work in downtown Mpls. and found it frustrating that there was no direct bus service available nor was there any ride share options. The bus service is very poor (from a person in 55082 zip code)

NEXT STEPS

The Washington County Transportation Networking Group has been working to address transportation problems in our community for more than two years. Upon publication of this survey report, the group will invite comments and ideas from a wide variety of stakeholders across the county. That information will be collected and discussed among group members, with the intent of choosing several concrete projects as next steps.

Further, networking group will assemble a “Town Hall” meeting in the Fall of 2008 to present the findings of this survey in more detail, and open a public dialogue on the topics raised. The hope is that this event will establish a clear course of action for our county to address the critical importance of transportation resources.

To provide your input, please contact Cathy Dyball of Community Volunteer Service and Senior Centers at 651-439-7434 or via email at cathy@volunteercvs.org.